



# Other MWR Programs and Installation Services

## Survey of Army Families V

1. **Spouses of deployed and returned and not deployed Soldiers: Use of Army Community Service (ACS) programs and services ranged widely. Those programs and services used by the *highest* percentages are:**
  - Income tax preparation (47.2%)
  - Welcome packet (46.4%)
  - Exceptional Family Member Program (EFMP) (23.2%)
  - SITES (DoD Standard Installation Topic Exchange Service) (22.9%)
  - Family support related to mobilization or deployment (22.1%)



# Other MWR Programs and Installation Services

## Survey of Army Families V

2. **Spouses of deployed and returned and not deployed Soldiers:** Since 2001, the usage of the following ACS programs or services has *increased*:
- Income tax preparation services (37.8% in 2001, 47.2% in 2004/5)
  - Exceptional Family Member Program (EFMP) (14.9% in 2001, 23.2% in 2004/5)
  - Relocation Assistance (10.9% in 2001, 17.3% in 2004/5)
  - Family support related to mobilization or deployment (7.7% in 2001, 22.1% in 2004/5)
  - Emergency Assistance (5.6% in 2001, 9.6% in 2004/5)
  - Information and Referral (3.7% in 2001, 7.3% in 2004/5)



# Other MWR Programs and Installation Services

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### 3. Spouses of deployed and returned and not deployed Soldiers:

Since 1991/2, the usage of income tax services (16.7% in 1991/2, 47.2% in 2004/5) and EFMP (8.0% in 1991/2, 23.2% in 2004/5) has almost *tripled*; and the usage of Relocation Assistance (7.5% in 1991/2, 17.3% in 2004/5) and Family Advocacy Program (3.2% in 1991/2, 6.6% in 2004/5) has *doubled*. Since 1991/2, the usage of Consumer Affairs Programs/Financial Counseling (14.8% in 1991/2, 7.7% in 2004/5) and Information Referral (33.6% in 1991/2, 7.3% in 2004/5) has *decreased*.

### 4. Spouses of deployed and returned and not deployed Soldiers:

**One-fourth to over one-half of spouses rated the following as the 3 most important ACS programs and services:**

- Emergency Assistance (55.0%)
- Family support related to mobilization or deployment (50.9%)
- Exceptional Family Member Program (EFMP) (32.9%)
- Relocation Assistance (24.2%)



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## Survey of Army Families V

5. **Spouses of deployed and returned and not deployed Soldiers:** Since 2001, *higher* percentages selected family support related to mobilization or deployment (34.7% in 2001, 50.9% in 2004/5) and Family Advocacy Program (12.5% in 2001, 15.5% in 2004/5) as one of the 3 most important ACS programs and services.
6. **Spouses of deployed and returned and not deployed Soldiers:** Since 2001, *lower* percentages selected Emergency Assistance (58.3% in 2001, 55.0% in 2004/5) and Outreach Program (9.2% in 2001, 6.2% in 2004/5) as one of the 3 most important ACS programs and services.





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7. **Spouses of deployed and returned and not deployed Soldiers: Use of MWR programs, activities, and services in the last 2 years ranged from 59.6% to 6.2%. Those used by the *highest* percentage of spouses are:**
- 59.6% Bowling, including pro shop and snack bar
  - 58.4% Fitness Facilities
  - 55.4% Library and Information Services
  - 46.0% Swimming Pools
  - 45.6% Information, Ticket and Registration
  - 39.2% Gymnasium/Playing Courts/Fields



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8. **Spouses of deployed and returned and not deployed Soldiers:** Since 2001, a *greater* percentage reported they have used:
- Fitness Facilities (50.8% in 2001, 58.4% in 2004/5)
  - Bowling (50.7% in 2001, 59.6% in 2004/5)
  - Swimming Pools (40.9% in 2001, 46.0% in 2004/5)
  - Information, Ticket and Registration (37.5% in 2001, 45.6% in 2004/5)
  - Library and Information Services (51.1% in 2001, 55.4% in 2004/5)
  - Music and Theater Programs (20.1% in 2001, 24.3% in 2004/5)
  - Golf (15.6% in 2001, 19.1% in 2004/5)



# Other MWR Programs and Installation Services

## Survey of Army Families V

9. **Spouses of deployed and returned and not deployed Soldiers: The MWR programs and services rated among the 7 most important in enhancing the quality of Army life are:**

- 66.8% Fitness Facilities
- 61.2% Library and Information Services
- 52.2% CYS Liaison, Education and Outreach
- 52.6% Child Development Services
- 42.1% Swimming Pools
- 41.6% Youth Services (YS)
- 38.5% School-age Services
- 38.2% Gymnasium/Playing Courts/Fields
- 37.4% Information, Ticket and Registration
- 33.9% Outdoor Recreation Areas



# Other MWR Programs and Installation Services

## Survey of Army Families V

**10. Spouses of deployed and returned and not deployed Soldiers: Since 2001, *higher* percentages consider the following as most important to enhancing the quality of Army life:**

- Music and Theater Programs (18.3% in 2001, 24.6% in 2004/5)
- Fitness Facilities (62.2% in 2001, 66.8% in 2004/5)
- Information, Ticket, and Registration (34.4% in 2001, 37.4% in 2004/5)
- Swimming Pools (37.9% in 2001, 42.1% in 2004/5)

**11. Spouses of deployed and returned and not deployed Soldiers: Since 2001, *lower* percentages consider the following as most important to enhancing the quality of Army Life:**

- Library and Information Services (66.5% in 2001, 61.2% in 2004/5)
- Child Development Services (58.2% in 2001, 52.6% in 2004/5)
- Youth Services (45.8% in 2001, 41.6% in 2004/5)



# Other MWR Programs and Installation Services

## Survey of Army Families V

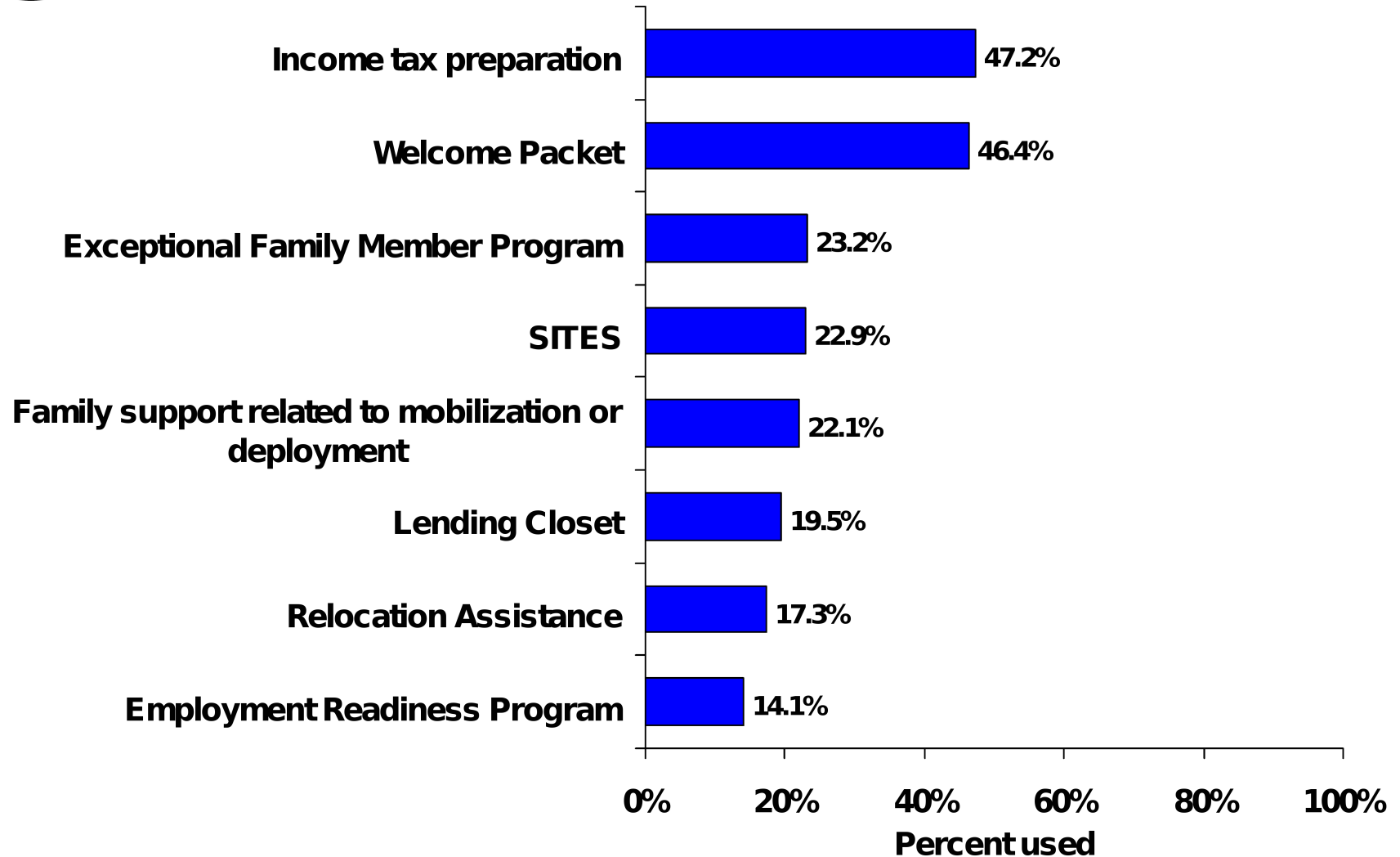
### **12. Spouses of not deployed Soldiers: Spouses usually find out about Army programs and services through:**

- Friends and neighbors (53.4%)
- Post newspaper (50.1%)
- Bulletin boards on post (25.5%)
- Fliers (20.4%)
- MWR publications (18.5%)



# Indicate whether you have **USED** these Army Community Service (ACS) programs or services **DURING THE LAST 2 YEARS.**

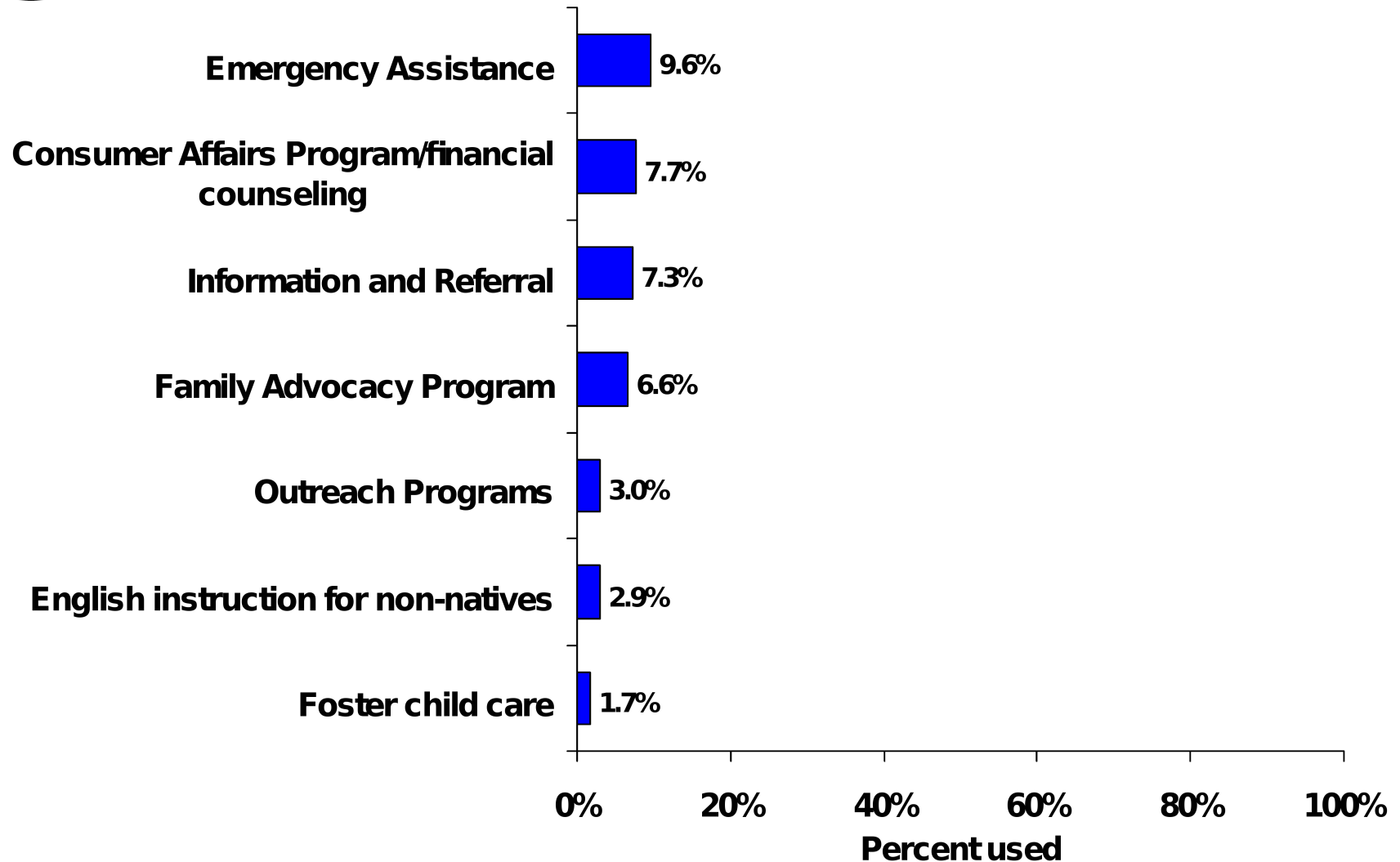
Spouses of deployed and returned and not deployed Soldiers





# Indicate whether you have **USED** these Army Community Service (ACS) programs or services **DURING THE LAST 2 YEARS.** (Continued)

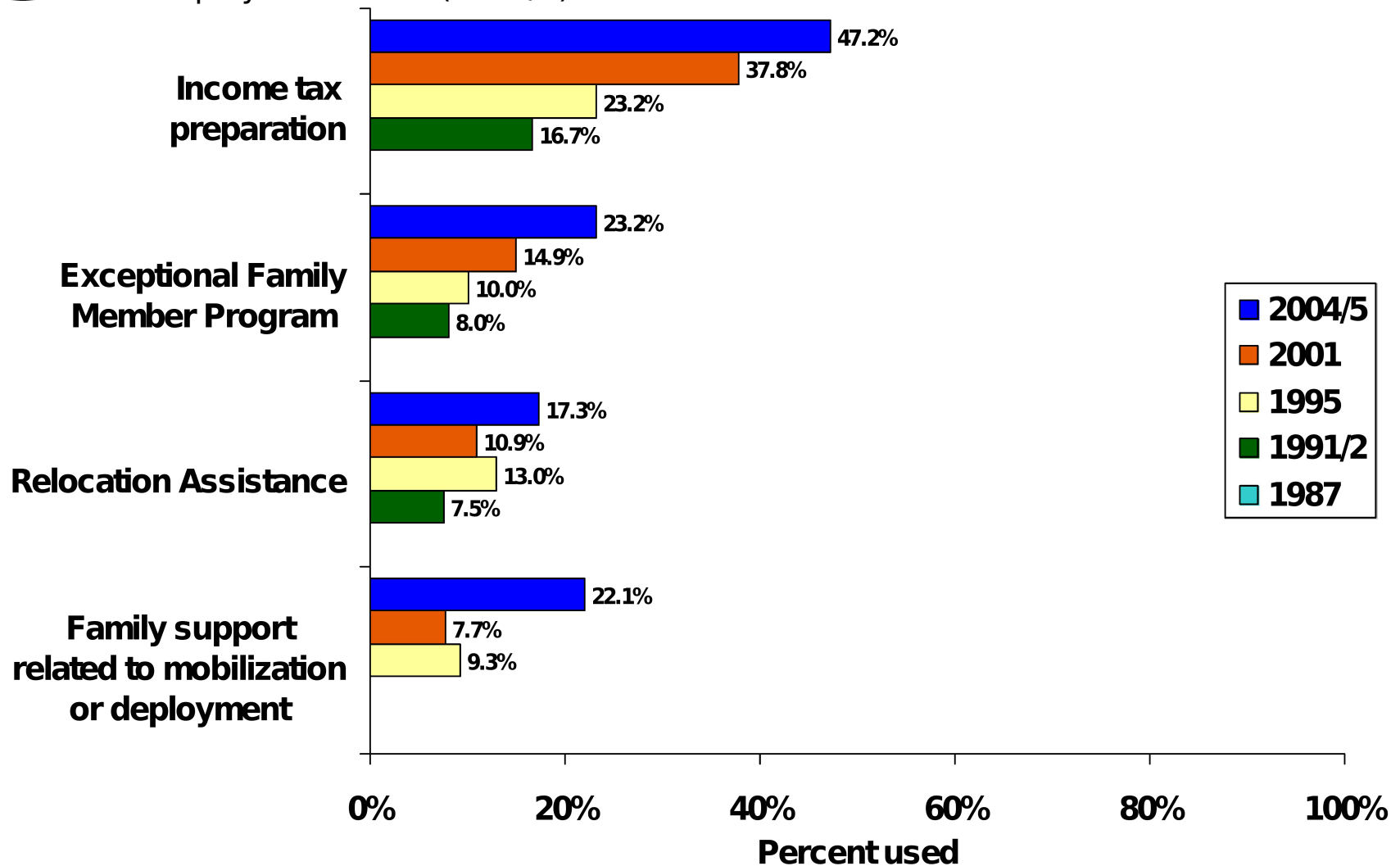
Spouses of deployed and returned and not deployed Soldiers





# Indicate whether you have USED these Army Community Service (ACS) programs or services DURING THE LAST 2 YEARS

All spouses (1987, 1991/2, 1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)



2004/5 SE +/- 1% (Q74A4,7,9,13\_011)

2001 SE +/- 1%

1995 SE +/- 1%

Other MWR Programs/Installation Services - Slide 13-12

May 2006

2004/5 Survey of Army Families V

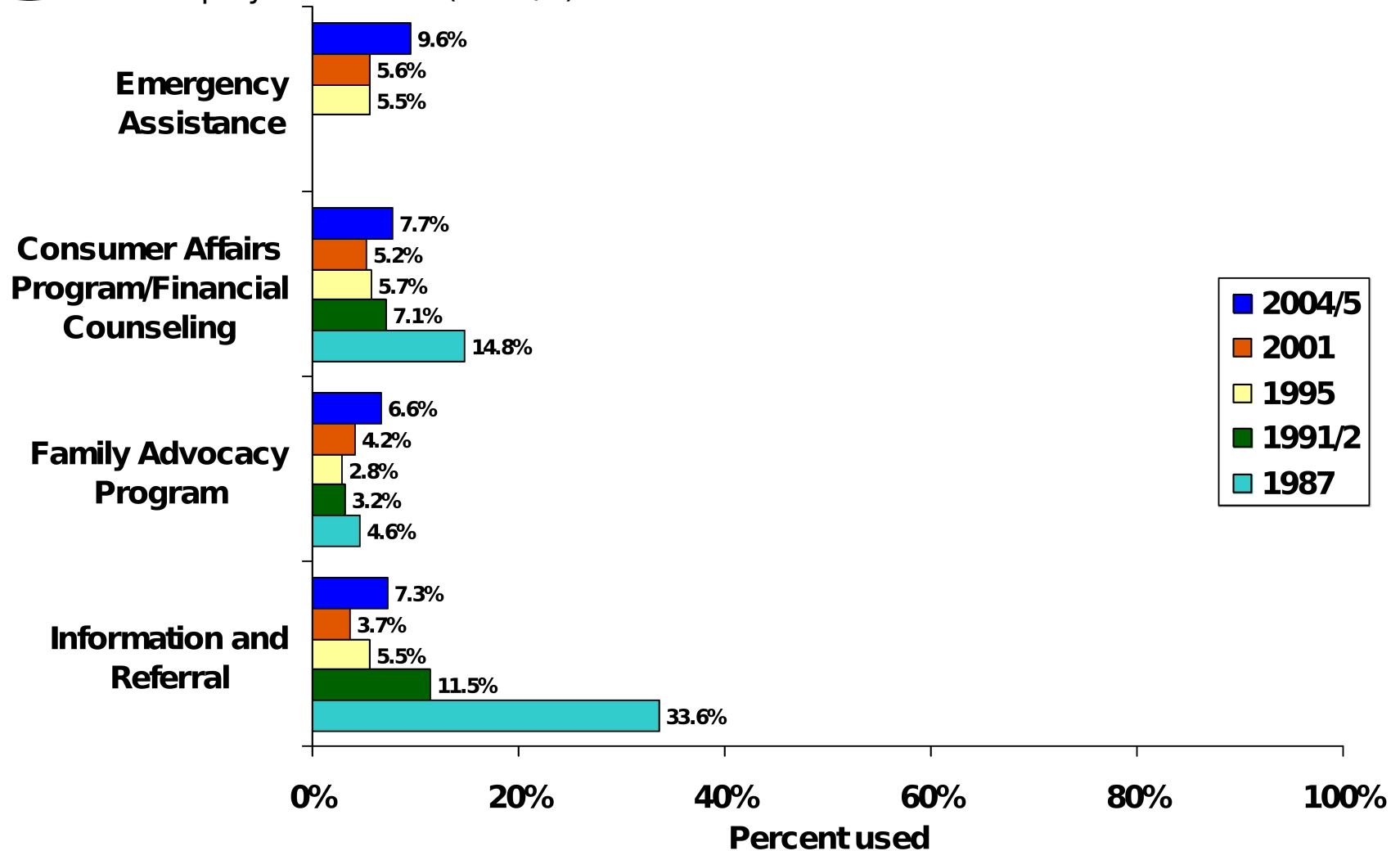
U.S. Army Community and Family Support





# Indicate whether you have used these Army Community Service (ACS) programs or services DURING THE LAST 2 YEARS. (Continued)

All spouses (1987, 1991/2, 1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)



2004/5 SE +/- 1% (Q74A1-2,5,10\_011)

2001 SE +/- 1%

1995 SE +/- 1%

Other MWR Programs/Installation Services - Slide 13-13

May 2006

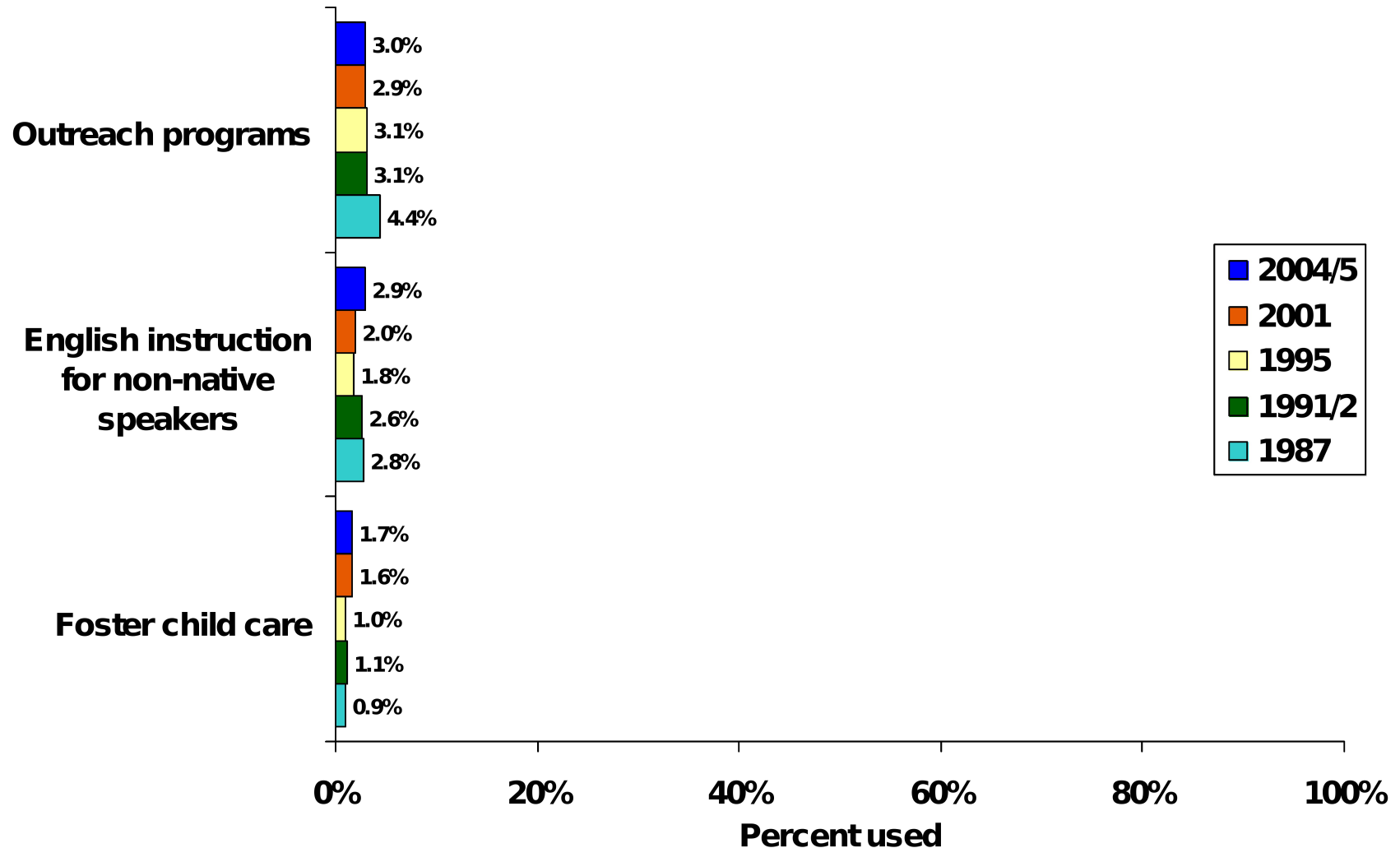
2004/5 Survey of Army Families V

U.S. Army Community and Family Support



# Indicate whether you have used these Army Community Service (ACS) programs or services DURING THE LAST 2 YEARS. (Continued)

All spouses (1987, 1991/2, 1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)



2004/5 SE +/- 1% (Q74A3,8,12\_011)

2001 SE +/- 1%

1995 SE +/- 1%

Other MWR Programs/Installation Services - Slide 13-14

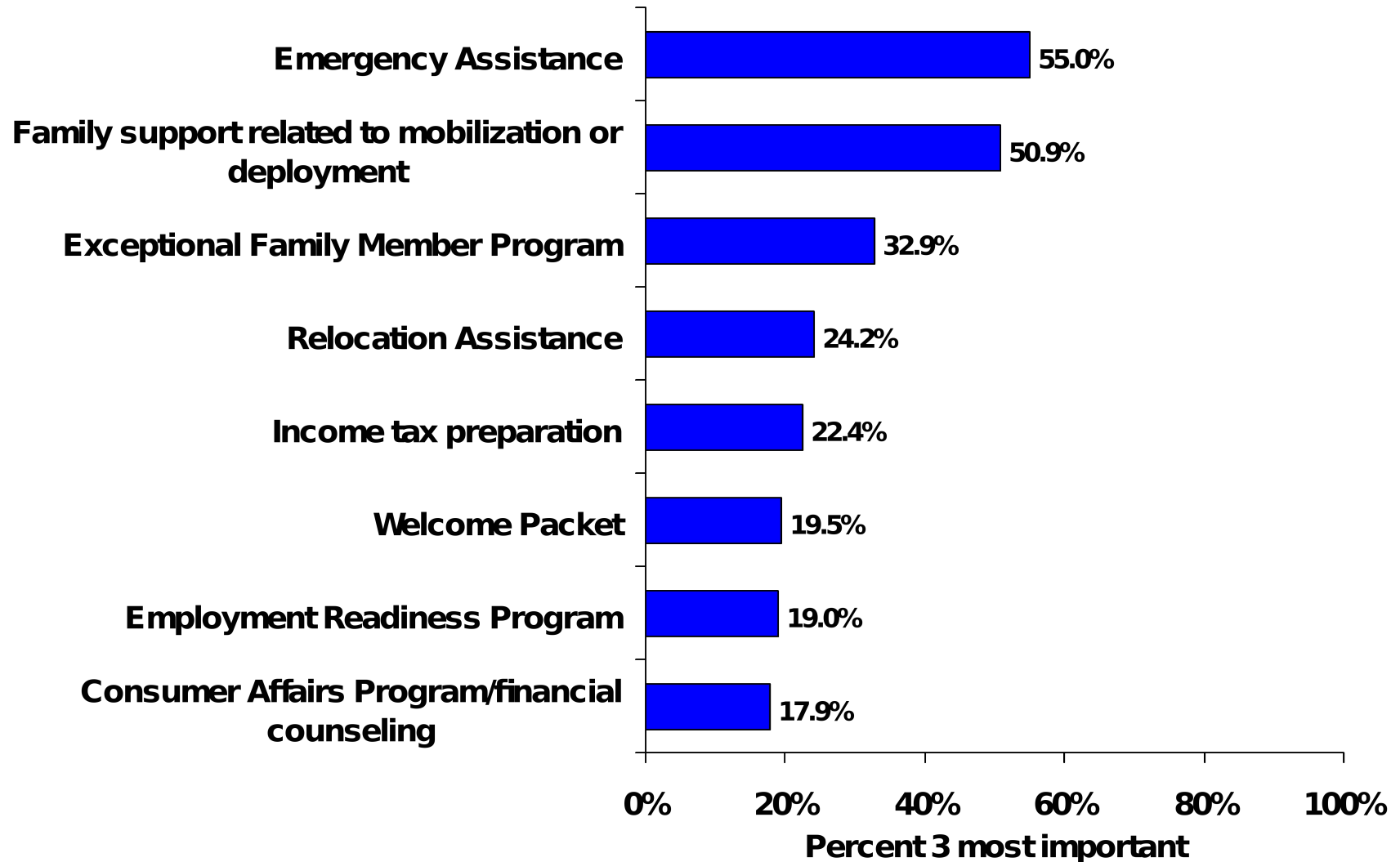
May 2006

2004/5 Survey of Army Families V

U.S. Army Community and Family Support



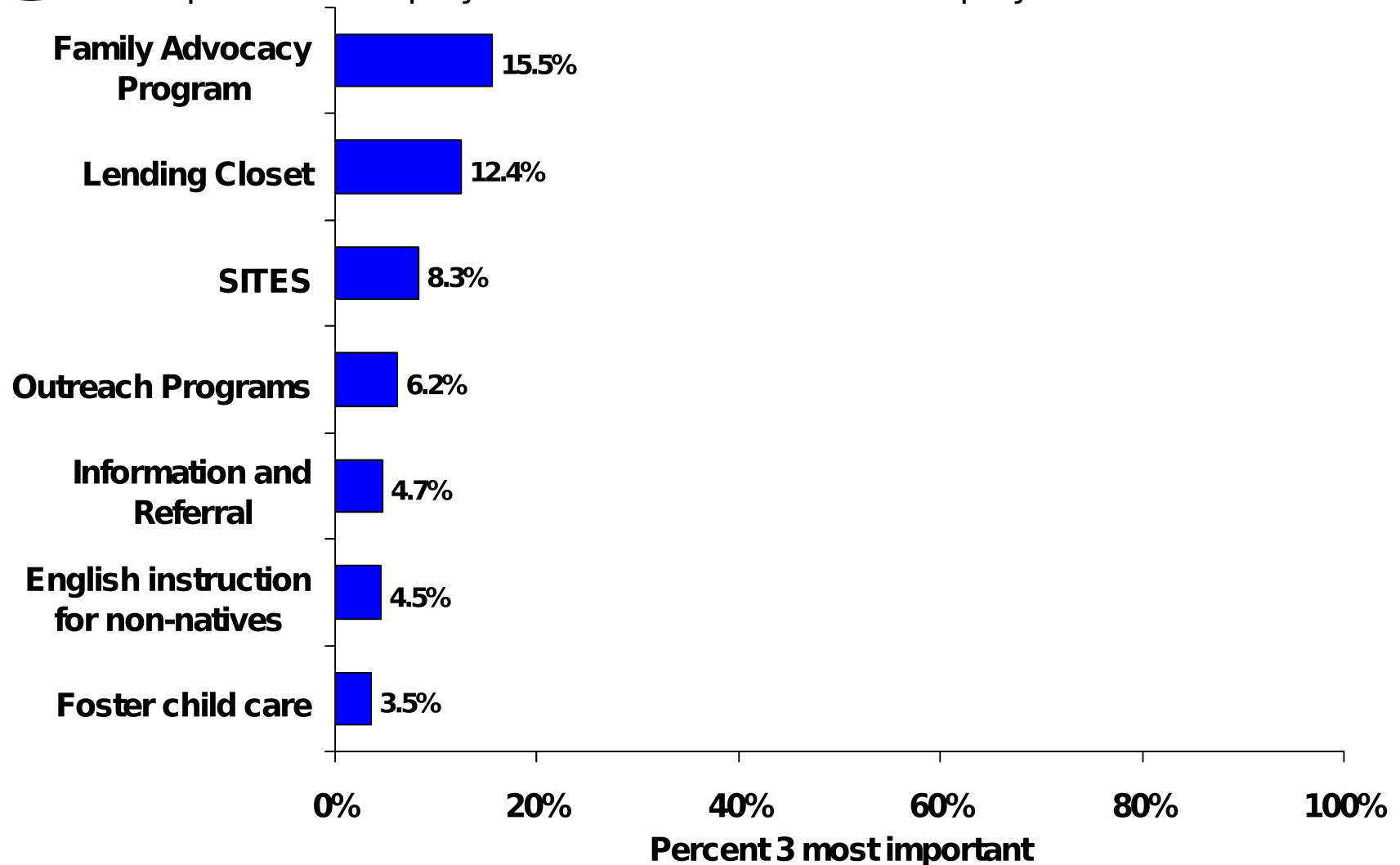
Indicate which **THREE** ACS programs and services you consider to be the **MOST IMPORTANT** (regardless of whether you have used them during the past 2 years).  
Spouses of deployed and returned and not deployed Soldiers





**Indicate which THREE ACS programs and services you consider to be the MOST IMPORTANT (regardless of whether you have used them during the past 2 years).  
(Continued)**

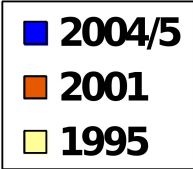
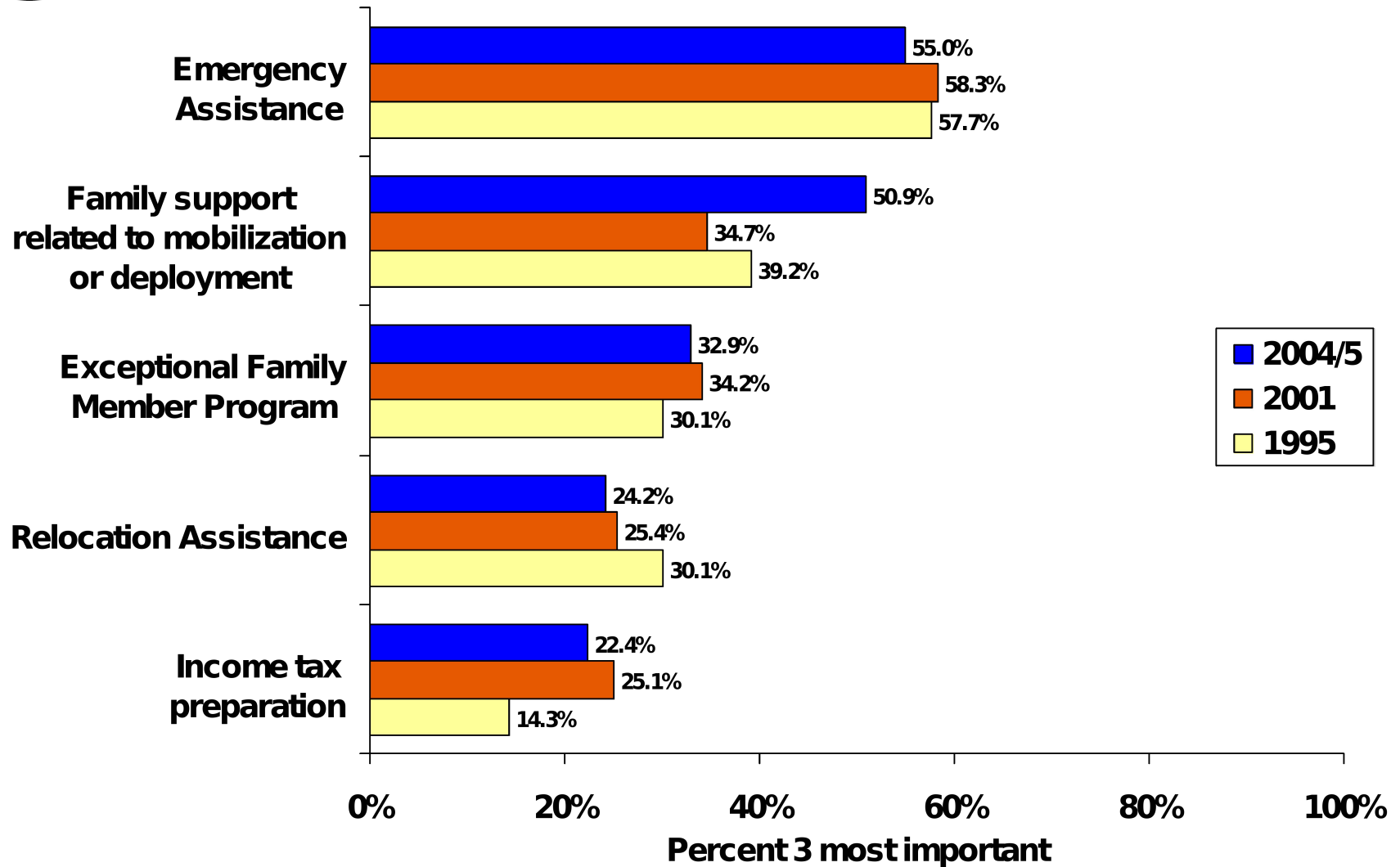
Spouses of deployed and returned and not deployed Soldiers





# Indicate which **THREE** ACS programs and services you consider to be the **MOST IMPORTANT** (regardless of whether you have used them during the past 2 years).

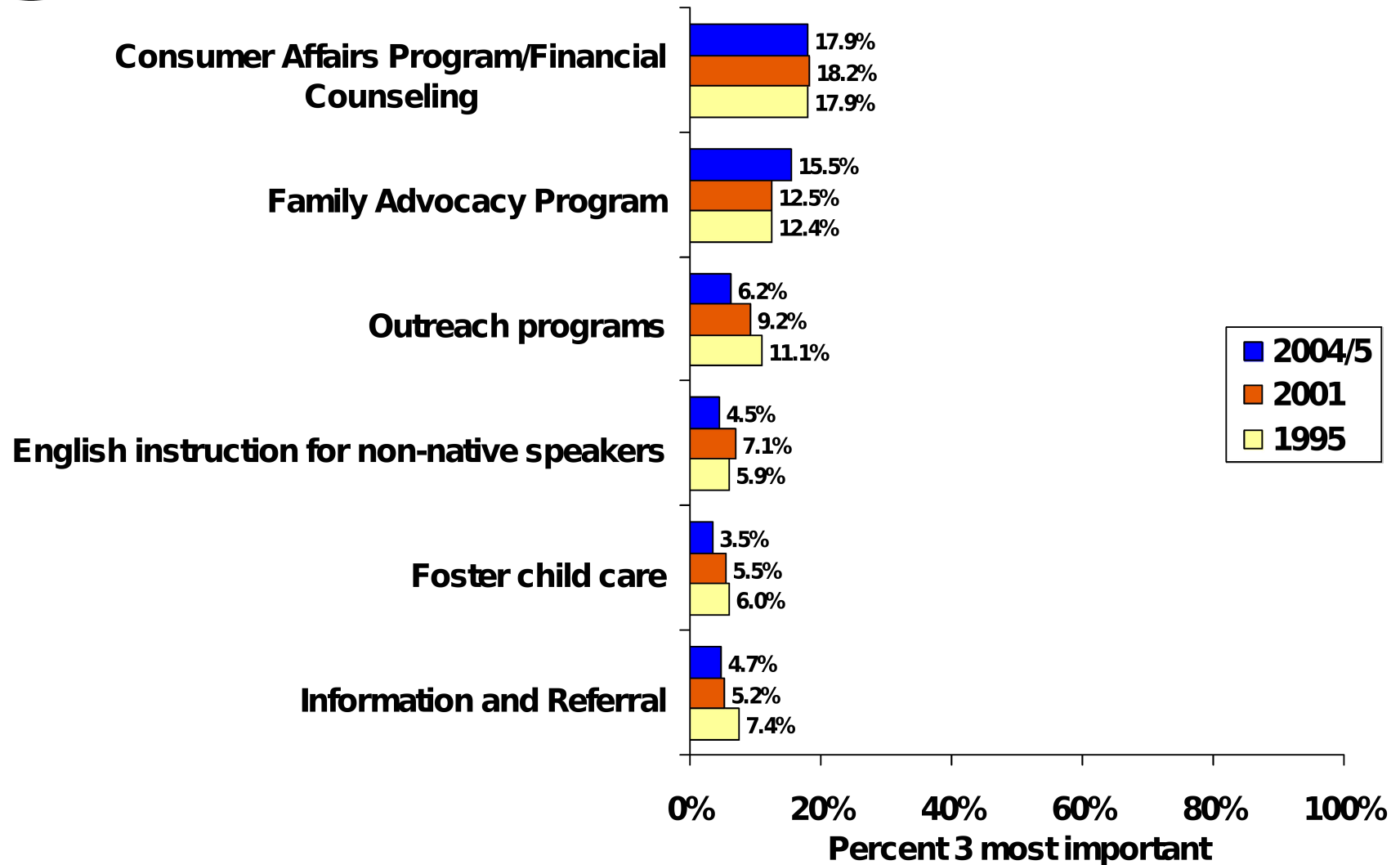
All spouses (1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)





# Indicate which THREE ACS programs and services you consider to be the MOST IMPORTANT (regardless of whether you have used them during the past 2 years). (Continued)

All spouses (1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)



2004/5 SE + /-1% (Q74B1,3,5,8,10,12\_011)

2001 SE +/- 1%

1995 SE +/- 1%

Other MWR Programs/Installation Services - Slide 13-18

May 2006

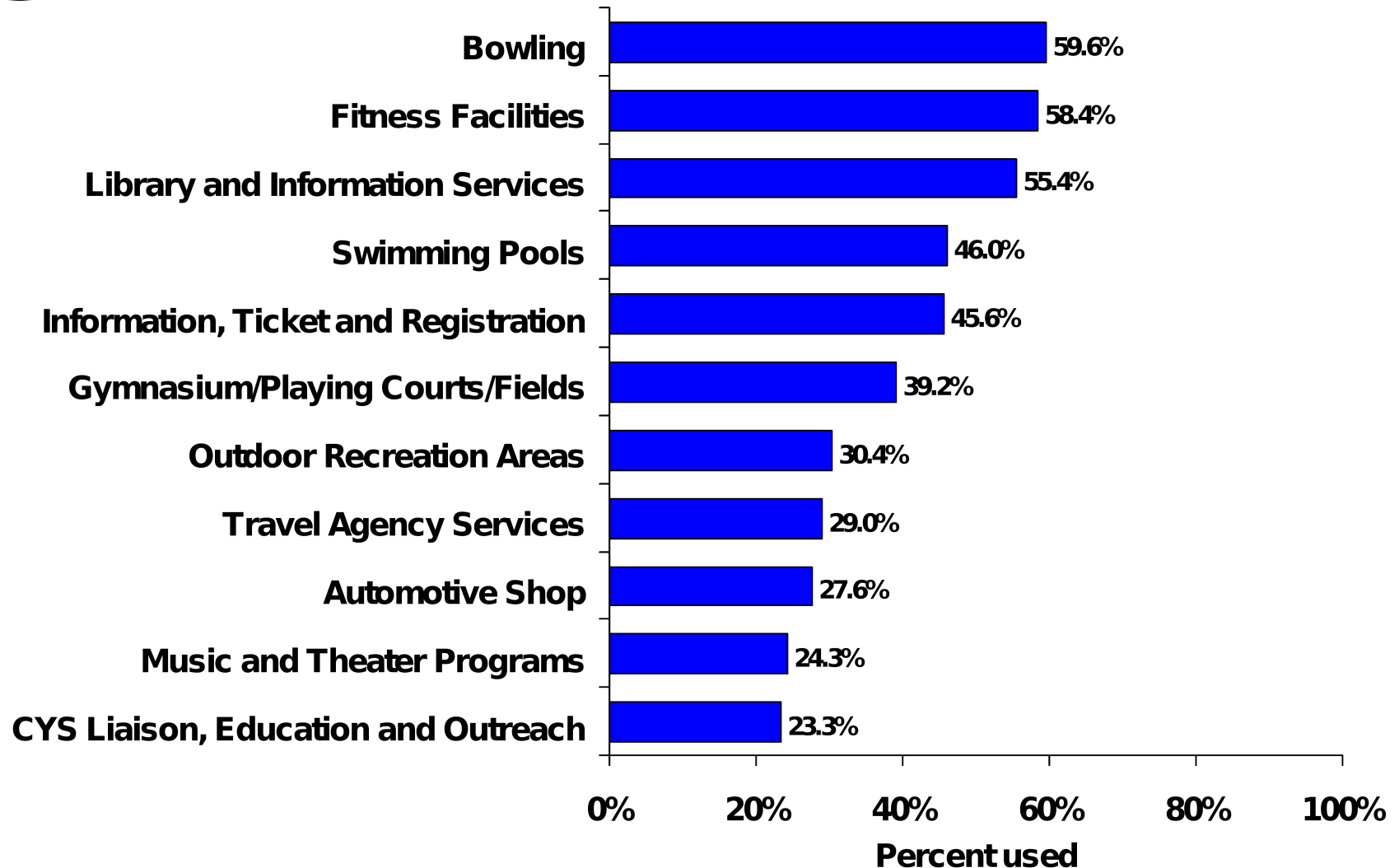
2004/5 Survey of Army Families V

U.S. Army Community and Family Support



# Indicate whether you have used these morale, welfare and recreation (MWR) programs or services within the last 2 years.

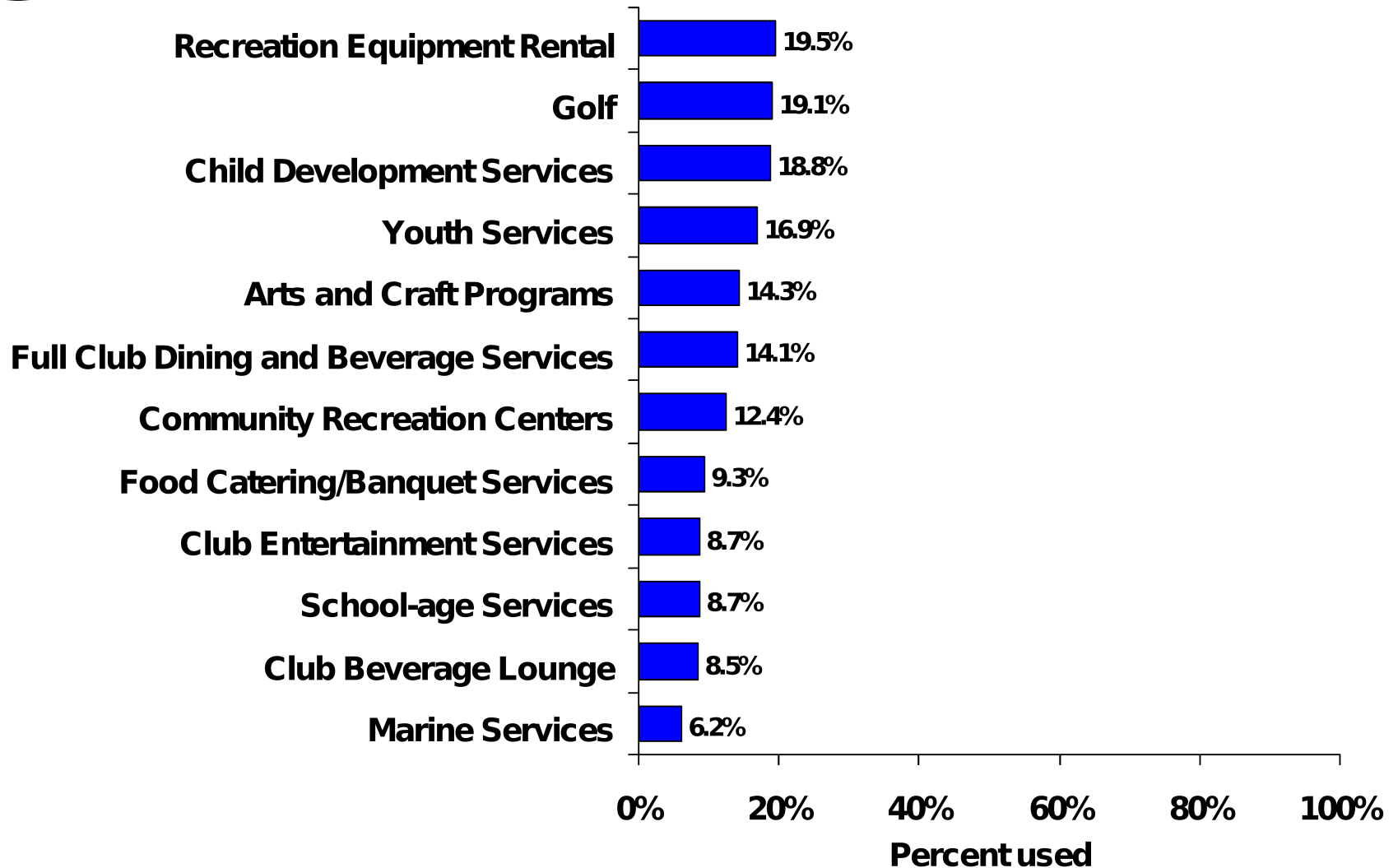
Spouses of deployed and returned and not deployed Soldiers





# Indicate whether you have used these morale, welfare and recreation (MWR) programs or services within the last 2 years. (Continued)

Spouses of deployed and returned and not deployed Soldiers

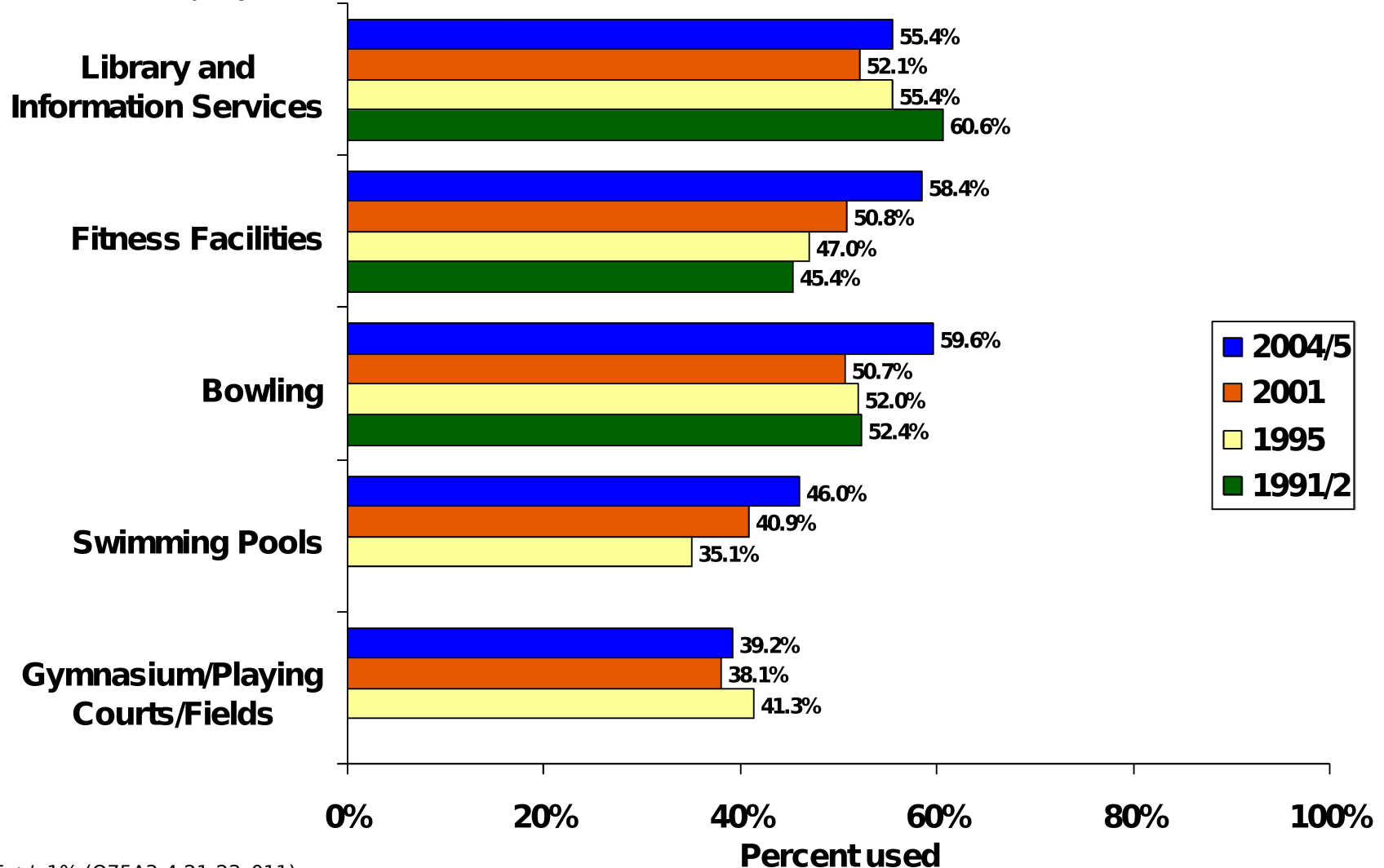






# Indicate whether you have used these morale, welfare and recreation (MWR) programs or services within the last 2 years.

All spouses (1991/2, 1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)



2004/5 SE +/- 1% (Q75A3-4,21-23\_011)

2001 SE +/- 1%

1995 SE +/- 1%

Other MWR Programs/Installation Services - Slide 13-21

May 2006

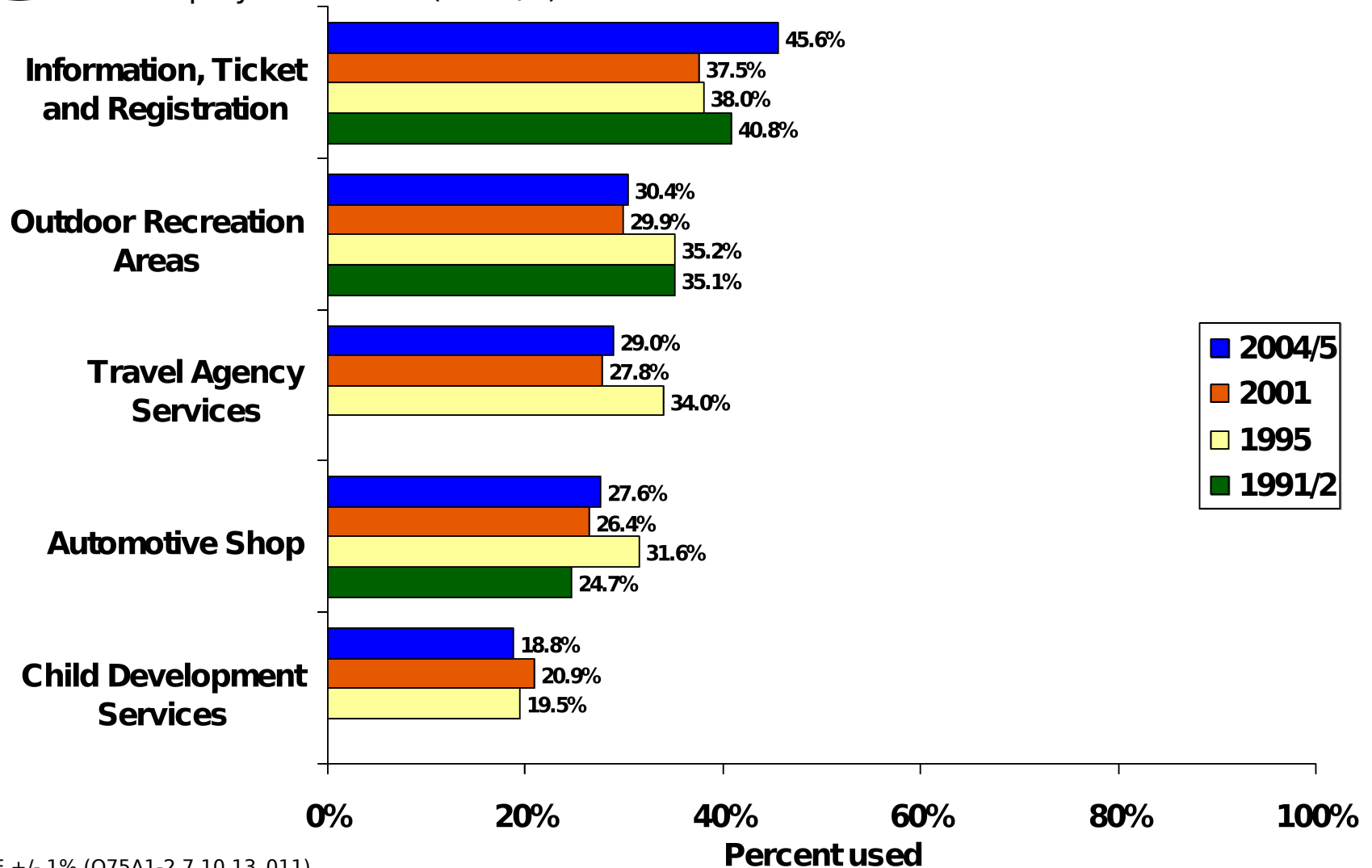
2004/5 Survey of Army Families V

U.S. Army Community and Family Support



# Indicate whether you have used these morale, welfare and recreation (MWR) programs or services within the last 2 years. (Continued)

All spouses (1991/2, 1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)



2004/5 SE +/- 1% (Q75A1-2,7,10,13\_011)

2001 SE +/- 1%

1995 SE +/- 1%

Other MWR Programs/Installation Services - Slide 13-22

May 2006

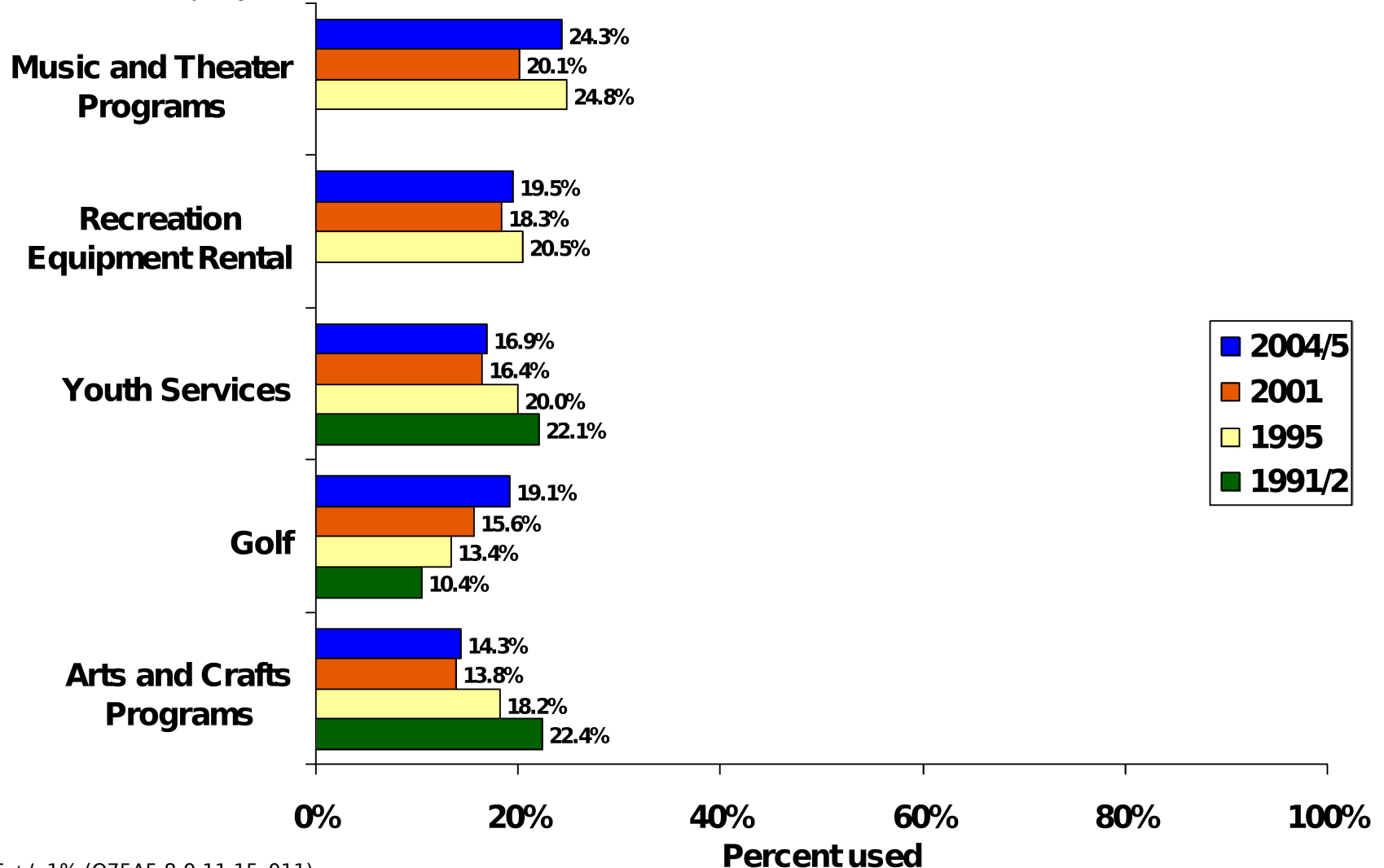
2004/5 Survey of Army Families V

U.S. Army Community and Family Support



# Indicate whether you have used these morale, welfare and recreation (MWR) programs or services within the last 2 years. (Continued)

All spouses (1991/2, 1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)



2004/5 SE +/- 1% (Q75A5,8-9,11,15\_011)

2001 SE +/- 1%

1995 SE +/- 1%

Other MWR Programs/Installation Services - Slide 13-23

May 2006

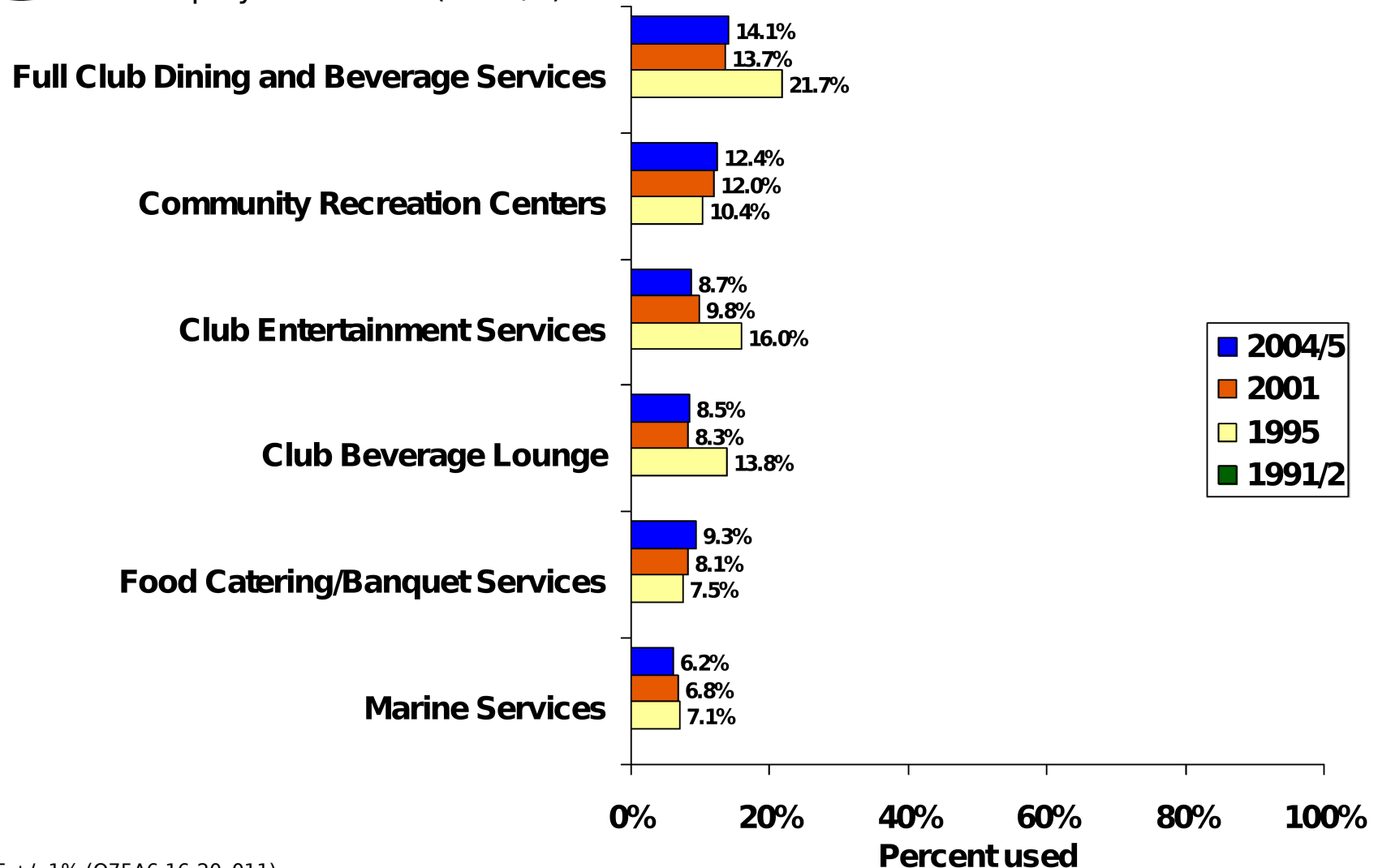
2004/5 Survey of Army Families V

U.S. Army Community and Family Support



# Indicate whether you have used these morale, welfare and recreation (MWR) programs or services within the last 2 years. (Continued)

All spouses (1991/2, 1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)



2004/5 SE +/- 1% (Q75A6,16-20\_011)

2001 SE +/- 1%

1995 SE +/- 1%

Other MWR Programs/Installation Services - Slide 13-24

May 2006

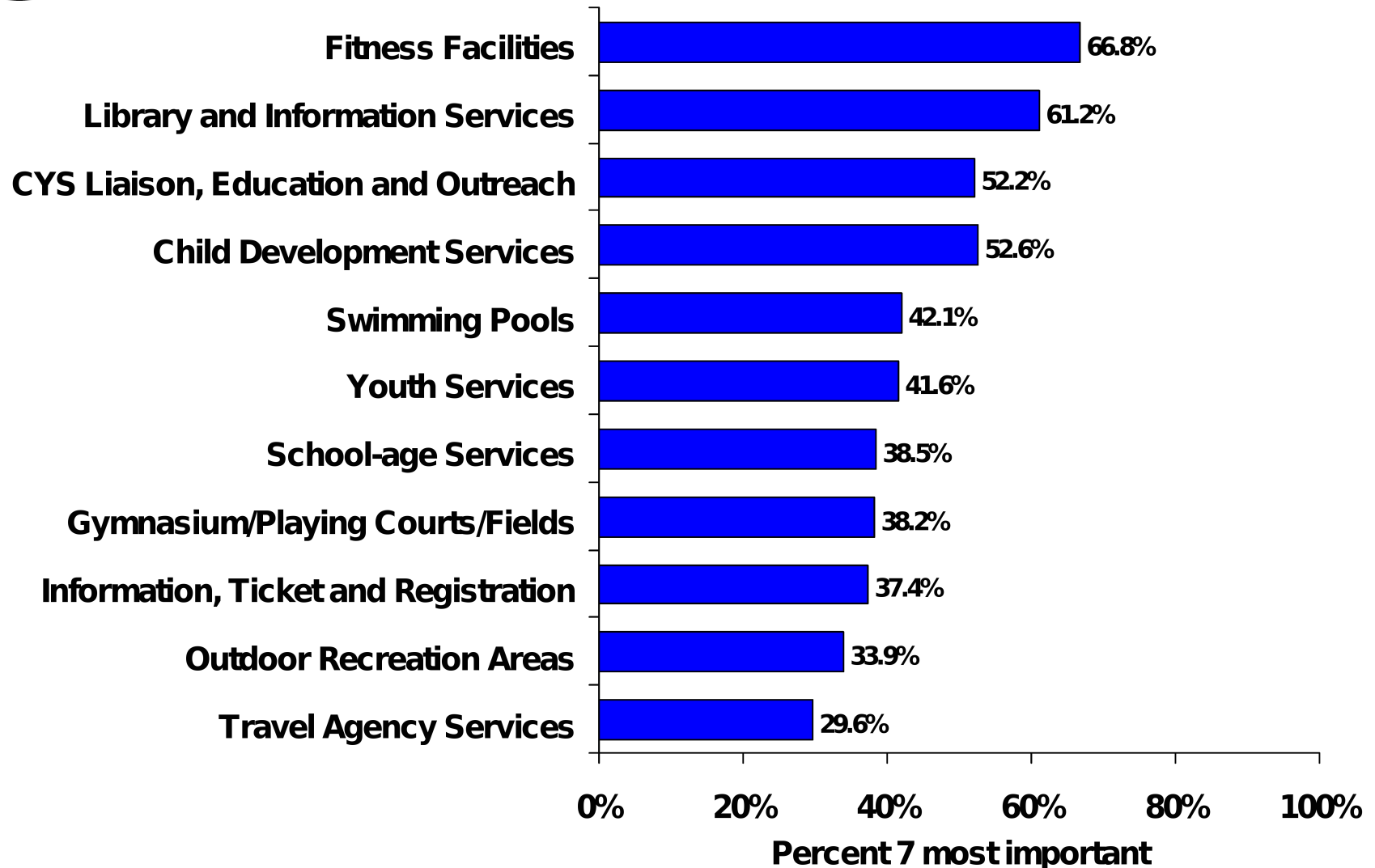
2004/5 Survey of Army Families V

U.S. Army Community and Family Support



**(Regardless of your use or their availability at your current installation) select the 7 categories of MWR programs, activities, and services you feel are MOST important in enhancing the quality of Army life.**

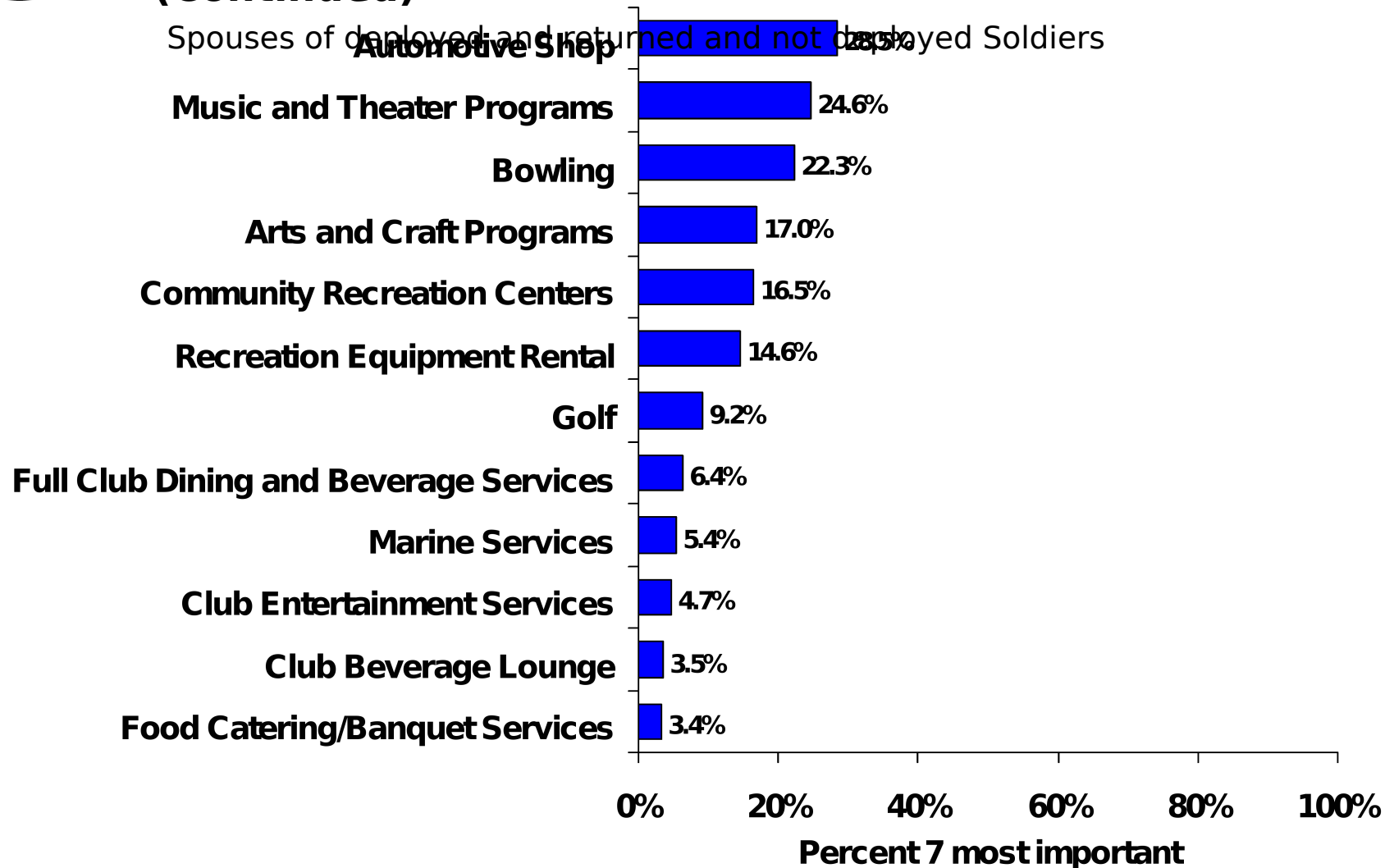
Spouses of deployed and returned and not deployed Soldiers





(Regardless of your use or their availability at your current installation) select the 7 categories of MWR programs, activities, and services you feel are **MOST** important in enhancing the quality of Army life.

**(Continued)**





(Regardless of your use or their availability at your current installation) select the 7 categories of MWR programs, activities, and services you feel are **MOST** important in enhancing the quality of Army life.

All spouses (1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)

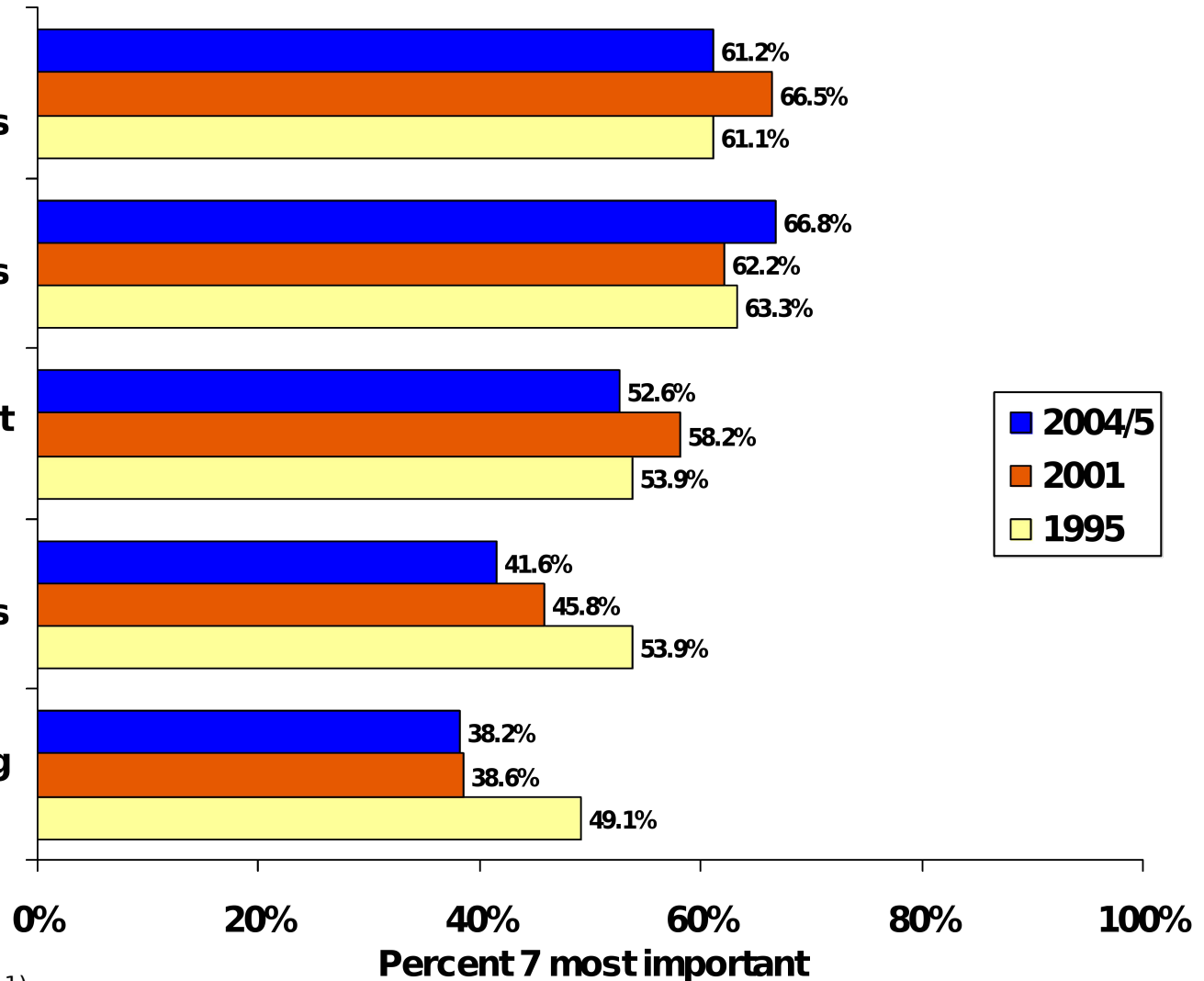
**Library and Information Services**

**Fitness Facilities**

**Child Development Services**

**Youth Services**

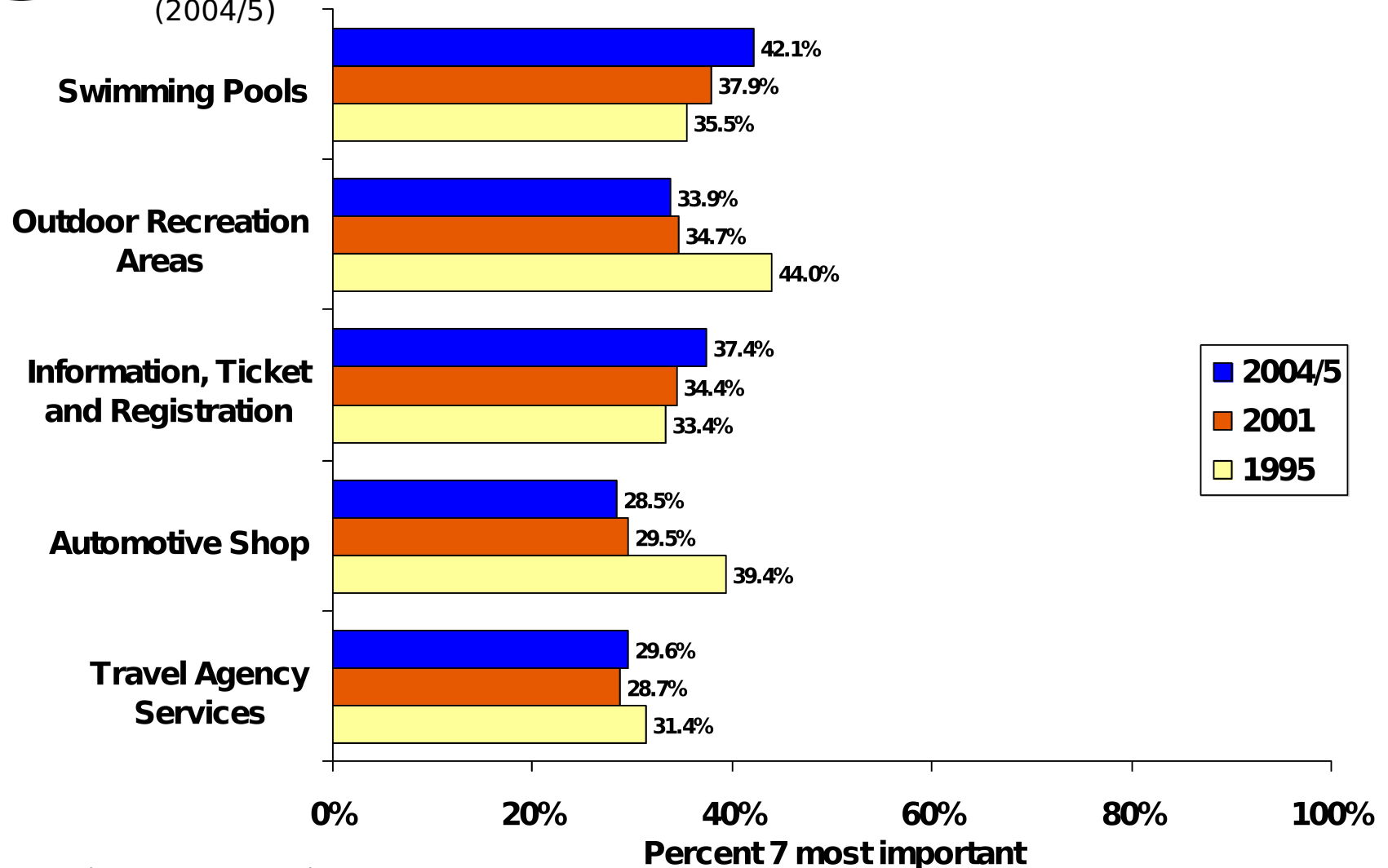
**Gymnasium/Playing Courts/Fields**





(Regardless of your use or their availability at your current installation) select the 7 categories of MWR programs, activities, and services you feel are MOST important in enhancing the quality of Army life. (Continued)

All spouses (1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)



2004/5 SE +/- 1% (Q75B1-2,7,10,22\_011)

2001 SE +/- 1%

1995 SE +/- 1%

Other MWR Programs/Installation Services - Slide 13-28

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2004/5 Survey of Army Families V

U.S. Army Community and Family Support

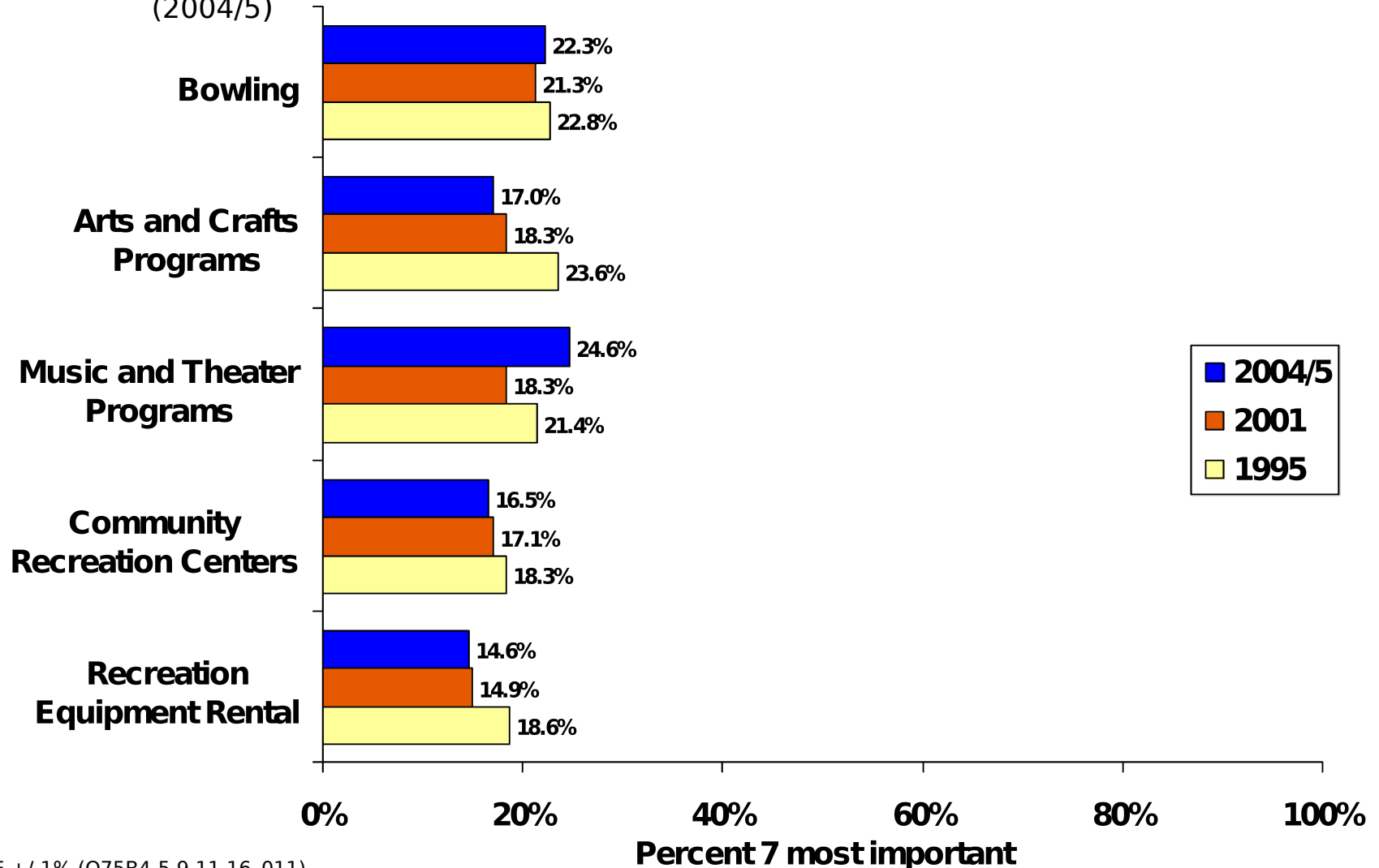




(Regardless of your use or their availability at your current installation) select the 7 categories of MWR programs, activities, and services you feel are MOST important in enhancing the quality of Army life. (Continued)

All spouses (1995, 2001); spouses of deployed and returned and not deployed Soldiers

(2004/5)



Other MWR Programs/Installation Services - Slide 13-29

May 2006

2004/5 Survey of Army Families V  
U.S. Army Community and Family Support

2004/5 SE +/-1% (Q75B4-5,9,11,16\_011)

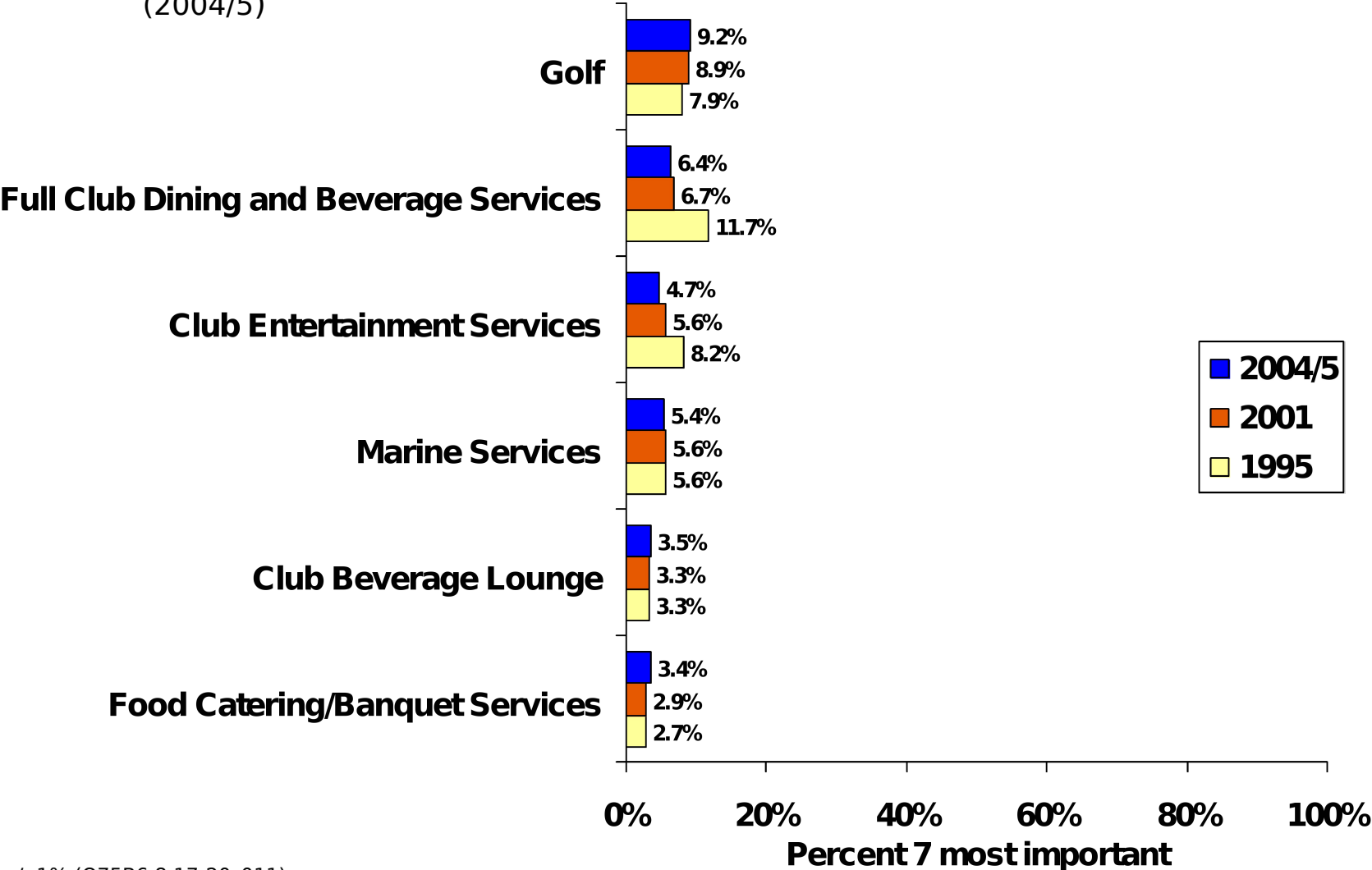
2001 SE +/-1%

1995 SE +/- 1%



(Regardless of your use or their availability at your current installation) select the 7 categories of MWR programs, activities, and services you feel are MOST important in enhancing the quality of Army life. (Continued)

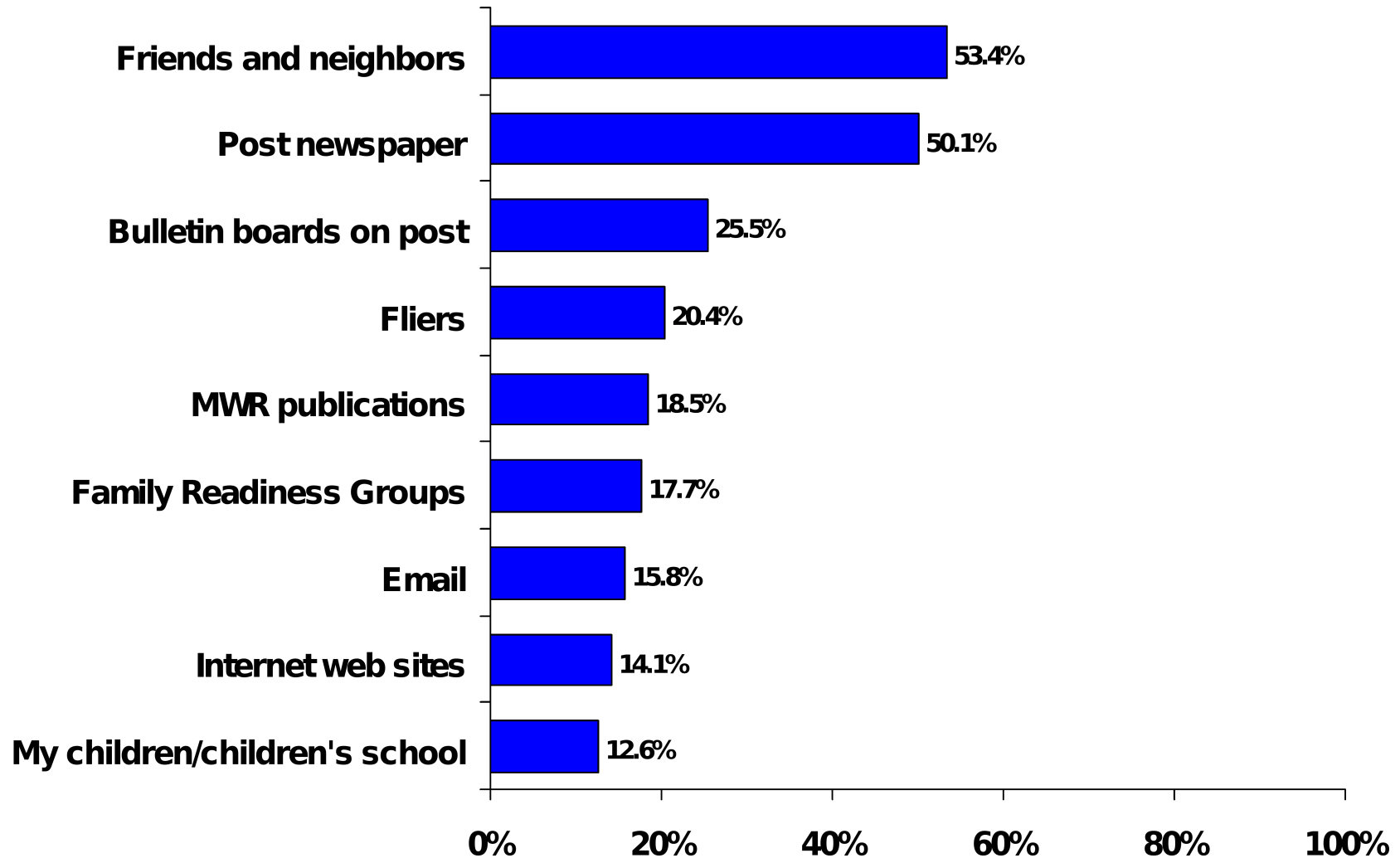
All spouses (1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)





# At your current location, how do you usually find out about the Army programs and services available for Army families?

Spouses of not deployed Soldiers





# At your current location, how do you usually find out about the Army programs and services available for Army families? (Continued)

Spouses of not deployed Soldiers

